

LIHEAP Crisis

State	Crisis Definition	Type	Eligibility	Max Benefit
Alabama	A household member's health and/or well-being would likely be endangered if energy assistance is not provided. Life threatening: Households in which there exist a clear and present danger to life due to extreme weather.	year-round	150% FPG	\$850
Alaska	Household must be within 48 hours of shutoff, out of fuel, or within a day of running out of fuel. Also, their income for the month prior to the date they signed their application must be less than their shelter costs (mortgage/rent, electric and heat) for the same time period. The outdoor air temperature is greater than 32 degrees fahrenheit. Life threatening: same as above except the outdoor air temperature is 32 degrees or below.	heating	150% FPG	\$5,250
Arizona	A crisis is defined as a delinquent or shut-off notice. If utilities are included in rent, an eviction notice is required. The determination of a Human Service Emergency made by the Department of Economic Security, includes, but is not limited to, fire or flood which results in the evacuation of homes and shelters.	heating and cooling	60% SMI or 150% FPG (7+ hh)	\$500
Arkansas	Household must have an energy related emergency situation. Instances of extreme hot or cold temperatures or other energy related disasters such as floods, storms, etc. Life-threatening - A household that would suffer a decline in the health condition of a household member or produce a non-life sustainable environment due to the loss of energy.	year-round	60% SMI	\$500
California	CSD uses the federal definition of a crisis (Low Income Energy Assistance Act § 2603 (3)): "weather-related and supply shortage emergencies and other household energy related emergencies." Crisis funds may only be used in accordance with the federal definition, including: A natural disaster (whether or not officially declared), A significant home energy supply shortage or disruption, An official declaration of a significant increase in: - Home energy costs, - Home energy disconnections, - Enrollment in public benefit programs, or - Unemployment and layoffs, or An official emergency declaration by the Secretary of Health and Human Services, In those situations where there is not an official federal, state, or local declaration of emergency, an emergency may be deemed to exist by CSD where there is imminent danger, requiring immediate action to prevent or mitigate the loss or impairment of life, health, property, or essential public services.	year-round	60% SMI	\$1,000

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Colorado	A household in crisis is one where service has been discontinued or is threatened to be discontinued, is out of fuel or will run out of fuel, or is responsible for heating costs that are included in rent and has received an eviction notice. A crisis also includes a household whose primary heating source is inoperable or access to a fuel tank is not possible due to severe weather. Life threatening crisis means a household whose members' health and/or well being would likely be endangered if energy assistance or repair or replacement of the primary heating source is not provided.	year-round	150% FPG	\$1,300
Connecticut	There are two categories of 'Crisis': 'Winter Crisis' benefits are provided to households that have fully utilized their 'heating' assistance benefit and are still in need of assistance; 'Other Crisis' refers to benefits provided to households that have fully utilized their 'heating' and 'Winter Crisis' benefits are still in a life-threatening situation. A 'life-threatening crisis' is defined as being within one week of being without primary heating fuel (for oil and kerosene heated households this means the lesser of 70 gallons or fuel or one-quarter tank). In addition, the household must have exhausted its heating benefits.	heating	60% SMI	\$415
Delaware	Eligible households can request crisi assistance under ECIP if: - Contractor deems the weather conditions of the subsequent 72 hours to pose a serious threat to health or safety of one or more members of the eligible household: AND - Financial assessment demonstrates the household to be without sufficient resources for alleviating crisis: AND - Household has no prospect for receiving resources within forty-eight(48) hours that could alleviate the crisis;AND - Household utility services for heating have been disconnected: OR - Household is under the payment arrangement with utility services to avoid disconnection: OR - Household has received a notice from the utility services for disconnection within five(5) days; OR - State declares the upsurge in the price of the home energy fuel type to be crisis; OR - Division has authorized crisis payment	heating and cooling	200% FPG	\$500
District of Columbia	A household is considered in crisis if they have received a shut-off notice or their energy service has been disconnected or their household heating oil is at 5% or less capacity. A household is considered in life threatening crisis if their energy service has been disconnected or their household heating oil is depleted and the lack of energy affects a service needed for the current season.	year-round	60% SMI	\$600

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Florida	Each LIHEAP subgrantee agreement requires that the subgrantee defines in a written policy what criteria and verification will be used to determine if a household has a home energy crisis. The Low Income Home Energy Assistance Act of 1981 defines the term "energy crisis" as meaning, "weather-related and supply shortage emergencies and other household energy-related emergencies." LIHEAP eligibility is based on the total number of people in the household, total household income, and the need for energy assistance. The program parameters only include energy-related emergencies. The policy must encourage households to seek assistance prior to incurring non-energy penalties. Local agencies are allowed to use in their definition of crisis the following components: shut-off notice, power already disconnected, deposits, fees (except those that cannot be paid from LIHEAP such as tampering fees, fees due to insufficient funds, etc.), current utility bill with a past due amount, past due notice, etc. A life-threatening crisis is determined to be an energy crisis as described in 4.2, but that if the energy crisis is not resolved, will be physically detrimental to the applicant household, such as non-refrigeration of life-saving medicines, non-use of required oxygen/CPAP machines, or extreme temperatures adversely affecting vulnerable members of the household.	heating and cooling	150% FPG	\$600
Georgia	A crisis is determined when a low-income household is facing imminent disconnection and/or needs restoration of their heating or cooling fuel source. A crisis may also result from a weather-related emergency, which affects all, or a specific area of the state. A life-threatening situation is one where by there is a life threatening medical condition that exists that could be intensified if a crisis energy assistance applicant is without energy service. It must be validated by a medical professional such as a physician, public health official, licensed practitioner of the healing arts, or a county health director.	heating	60% SMI	\$350
Hawaii	Utility power at the household's current residence has been terminated within 30 days from the date of application or will be terminated within seven days of application because of nonpayment of bill.	heating and cooling	150% FPG	\$350
Idaho	Idaho defines a crisis as a situation where an eligible household: Is at risk of disconnection of utility service; Has had their utility service disconnected; or Has less than 48 hours of bulk fuel. Idaho defines a life-threatening crisis as a situation where an eligible household contains at least one household member: Who has chronic health issues exasperated by lack of heat; Is considered vulnerable (i.e., elderly or disabled) and/or The household has less than 18 hours of bulk fuel during the heating season. These households are given first priority in receiving assistance.	heating and cooling	150% FPG	\$750

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Illinois	Emergency Assistance will be provided only after a household has actually been disconnected or deemed eminent (within 7 days) by the utility from its primary heat source, its cooling source if medical conditions require cooling, or any secondary energy source that is heat-related. Emergency Service funds may also be used to prevent disconnection where the household has a documented life-threatening medical condition. Life threatening: When the Department declares an emergency, Reconnection Assistance applications must be approved or denied within 48 hours after the application is complete. If the disconnection has caused a life-threatening situation or if there is a medical condition that could be aggravated by exposure to extreme temperatures, the application approval and vendor notification must occur within 18 hours of a completed application.	heating	150% FPG	\$1,000
Indiana	Indiana defines a crisis as: Up for disconnection with a disconnect notice Disconnected (no active service) Nearly out of fuel (Indiana does not define nearly out of fuel). Out of fuel (an empty tank and in need of a delivery)	heating	150% FPG	\$400
Iowa	Our Procedural Manual lists allowable crisis measures with expenditure limits. Those allowable measures address the following crisis situations: non-working furnace, temporary need for alternate shelter, disconnected from utility service, empty tank, disconnection from utility service imminent, tank less than 20% remaining, and when medically necessary provides a window air conditioning unit or repair of existing central air unit. Life-threatening: When a household is facing a crisis situation listed above during a time of extreme weather.	heating	150% FPG	\$500
Kansas	The household must have received a shut-off notice or have less than 20% fuel left in their tank. Household has no heating fuel or no energy to operate the primary heating system. Life Threatening: If the household also contains members using medical support equipment (e.g., dialysis machine, oxygen concentrator, intermittent positive pressure breathing machine, infant respiratory failure alarm)	heating	130% FPG	\$1,586
Kentucky	A household is considered to be in crisis if they meet basic LIHEAP eligibility criteria and: The household has a past due/disconnect notice, if electric or natural gas is the primary heating source; or The household is within four (4) days of running out of fuel if coal, wood, kerosene, fuel oil or propane is the primary heat source. Life-threatening means, at the time of application, a household is or will be without heat or cooling within 18 hours and temperatures are at a dangerous level as determined by the National Weather Service.	heating	130% FPG	\$250

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Louisiana	A crisis exists when a household's energy source for heating and/or cooling has been disconnected or scheduled for disconnection, depleted and there are insufficient resources to resolve the situation. A crisis may also include weather-related alerts and supply shortage emergencies declared by state or federal government. Life threatening - When an eligible household is faced with an adverse situation that jeopardizes the health and/or safety of the household members.	year-round	60% SMI	\$475
Maine	<p>Energy Crisis shall have the same meaning as set forth in 42 U.S.C.A. §8622(3), as same may be amended from time to time. The term "energy crisis" means weather-related and supply shortage emergencies and other household energy-related emergencies. A household may be eligible for crisis assistance if there is an imminent loss of heat due to:</p> <p>Less than 3-day supply of fuel (e.g. reading of 1/8 tank or less on a standard 275 gallon heating oil tank; reading of 25% or less on a propane tank; "3-day or less" supply standard applies to other delivered fuel types).</p> <p>Disconnection notice from electric utility if the household's heating system requires electricity.</p> <p>Dysfunctional or unsafe primary heating system and no secondary heating system.</p> <p>A household is not considered to be in an energy crisis if:</p> <p>Household has a safe, operating secondary heating system and has a supply of product for that system.</p> <p>Vendor is willing to make a delivery on credit to the household.</p> <p>Household has financial means to purchase fuel. Life threatening - Household is currently without heat or utility service to operate a heating source.</p>	heating	170% FPG	\$400
Maryland	<p>Maryland is in the process of revising the definition of "non-life threatening" through the regulatory process. The proposed definition of determining if a crisis situation is "non-life threatening" is if a household:</p> <p>has less than 3-4 days' supply of heating fuel (including no fuel); or</p> <p>is disconnected from utility service, or</p> <p>has a true disconnection notice for within three or four days (check each utility's procedures for termination of service); or</p> <p>has a broken furnace or fuel burner, or</p> <p>is without a fuel storage tank. The proposed definition of determining if a crisis situation is "life-threatening" is:</p> <p>if a household is experiencing or in danger of experiencing a life-threatening or health-related emergency due to a heating or cooling issue; or</p> <p>a member of the household is over the age of 65; or</p> <p>a member of the household is under the age of 2.</p>	heating	175% FPG	\$1,791

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Massachusetts	<p>Any one of the following conditions shall constitute a crisis. The crisis intervention component of Massachusetts' LIHEAP has been developed as a FastTrack system, integrated into the heating assistance program, for prioritizing and expediting services to households experiencing heating emergencies. The purpose of this FastTrack system is to provide a swift response to heating emergencies, while steering applicants into the mainstream heating assistance component with full benefits. Emergency applications are given priority at all intake and processing steps. Local Administering Agencies (LAAs) are required to provide for emergency service within 18 hours of the eligible household's application or request, in accordance with the statute and corresponding procedures outlined in the Fiscal Year 2015 Administrative Guidance, especially if the household's health and safety is in danger. The criteria for designating an emergency are as follows:</p> <ul style="list-style-type: none"> a. no heat for any reason, including heating system failure b. imminent loss of heat, due to: <ul style="list-style-type: none"> less than a 3-day supply of fuel (e.g., reading of 1/8 tank or less on a standard 275 gallon heating oil tank; "3-day or less" supply standard applies to other delivered fuels); or possession of final notice of utility termination for the primary heat source, or for a secondary source necessary to operate the primary heating system; or threatened eviction within 72 hours for renter whose rent includes heat. 	heating	60% SMI	\$600
Michigan	<p>Eligibility for an energy-related crisis is based on the household's demonstration of immediate need for assistance with home heating fuel, electricity, or energy-related home repairs. Immediate need may be demonstrated by:</p> <ul style="list-style-type: none"> a declared need for a deliverable fuel such as fuel oil, LP gas, coal or wood; presentation of a notice that the balance in a prepayment account is below a minimum amount, presentation of a past due or shut-off notice for natural gas or electricity; notification received from a participating provider via a web service interface that a household's natural gas and/or electric account is in past due or shut-off status or below the minimum amount if a prepayment account; a verified need for a furnace repair or replacement of a non-functioning furnace. This is allowed only if the home is owned, being purchased or a group member holds a life estate on the home with the responsibility for home repairs and the home must be the group's permanent, usual residence. 	heating	150% FPG	\$850

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Minnesota	<p>To receive a Crisis benefit, a household must:</p> <p>Request assistance with an energy emergency by either:</p> <p>Submitting a bill, disconnect notice or disconnection document verifying the energy emergency.</p> <p>OR</p> <p>Notifying the Service Provider of an energy emergency.</p> <p>Be EAP eligible.</p> <p>Have received a Primary Heat benefit that did not resolve the emergency.</p> <p>Have the emergency situation verified and documented by the Service Provider with the energy vendor at the time the Crisis benefit is determined.</p> <p>Be occupying the dwelling at the time Crisis is requested and the benefit is determined.</p> <p>Not have a redundant heating system that has fuel. An exception is that households with a redundant heating system are eligible for Crisis if the heating system that is out of fuel is needed to allow continuous heat to the dwelling (e.g. if the electric portion of the redundant heating system is on an off-peak discount program that interrupts electric heat to the dwelling.)</p> <p>Not have a Crisis payment that results in a credit on an account.</p> <p>Have one of the following Crisis reasons:</p> <p>Heat Related Shut Off.</p> <p>Heat Related Disconnection Notice.</p> <p>Less than 20% in Fuel Tank and Refusal to Deliver (RTD).</p> <p>Less than One Week Biofuel.</p> <p>Non-Heat Electric Shut Off.</p> <p>Non-Heat Electric Disconnection Notice.</p> <p>Senior Past Due or Current Energy Bill. Life threatening situations include:</p> <p>No heat in the house</p> <p>No heat distribution And weather conditions or inside air temperature are not at a safe level and the household does not have an alternative or temporary heat source.</p>	heating	50% SMI or 110% FPG	\$500
Mississippi	<p>Two types of crisis: 1) emergency crisis is a relief following a natural or man-made disaster that is considered unexpected or life threatening such as income loss due to layoff, persons on life-support, natural disaster or severe weather, unexpected expense (death related or medical); 2) non-Emergency crisis is any other cause(s) that are not considered life threatening such as employment, education, income management.</p>	year-round	60% SMI	\$1,500

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Missouri	<p>Crisis is defined as receipt of termination or disconnect notice indicating a specific disconnect date; a final billing statement advising the account has been terminated; if they are a cash on delivery (COD) customer or when the propane tank is filled at less than 20% capacity and when a pre-paid electric customer indicates their pre-paid usage is about to run out. life threatening - A household currently without energy services that could impact: An illness or medical condition that poses an immediate risk to the health or life of any LIHEAP household member due to a life-threatening medical condition.</p> <p>Medical statement required; or</p> <p>When a life threatening medical condition is sustained by the use of a medical device which requires the use of a source of energy for operation. Medical statement required. Reasonable exclusions: Carbon Monoxide Detectors, Smoke Alarms, other devices not medically required to support life. The reasonable exclusions listed are not all inclusive.</p>	heating and cooling	135% FPG	\$800
Montana	Energy service interrupted, weather or outside force damages house, hazardous conditions exist, documented medical need	year-round	60% SMI (150% FPG hh 7+)	\$9,999
Nebraska	Household has shutoff notice, disconnected service, or lack of home delivery and one additional criteria from a list of 7 in the plan	year-round	116% FPG	\$500
Nevada	<p>Fast Track: To receive fast-track case processing, the applicant household must meet EACH of the following four (4) criteria: I. 1. The household must be in danger of having their heating or electric service disconnected within 48 hours or 2. been disconnected or 3. in need of heating fuel or have less than 10% in tank or 4. need a deposit to establish service or 5. loss of energy causes life-threatening situation and 6. paid at least \$25 on utility bill during the previous 60 days, and 7. must have requested a payment plan and been denied or have a payment plan and aren't able to keep up with payments. II. Household income is 150% or less III. Household must have experienced an unexpected loss of income in the past 2 - 5 months, at least 15% of total income which caused inability to pay utility costs. (more details in plan) IV. Households are ineligible for Fast Track if they received it in the previous year or received arrearage assistance (unless there are extenuating circumstances) .</p> <p>Crisis Intervention: assists households in crisis who are above 150%.</p>	year-round	150% FPG	\$1,861
New Hampshire	<p>The NH FAP definition of a life threatening crisis application (energy emergency) is a household in a no-heat situation (out of fuel, utilities disconnected) The applicant in an energy emergency must have the opportunity to apply for fuel assistance on the same business day of the initial contact with resolution of the emergency within 18 hours. The application for an energy emergency is given certification priority. If eligible, the vendor will be notified to authorize an emergency delivery, or to guarantee payment in the case of a utility disconnection or eviction notice.</p> <p>At no time during the application process should a household go from an energy emergency to a life-threatening situation due to a delay in processing an application.</p>	heating	200% FPG	\$1,125

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New Jersey	Household is without heat or is in danger of being without heat and has insufficient income available to purchase fuel.	heating	200% FPG	\$2,000
New Mexico	Heating - any one of the following: Disconnect notice from utility provider; Insufficient funds to get a delivery of bulk fuel; Insufficient funds to initiate utility service.	heating and cooling	150% FPG	\$350
New York	Currently without heat fuel or have less than 10 days of fuel and are unable to get a delivery OR fuel tank less than 1/4 full OR have scheduled disconnect or be disconnected OR if social services determines that the home heating situation is detrimental to the health and safety of household members AND not have assets greater than \$2,000 (\$3,000 if household has a member 60 years or older).	heating	60% SMI or 150% FPG (hh of 11+)	\$575
North Carolina	A household is in a crisis if it is experiencing or is in danger of experiencing a life threatening or health related emergency due to a heating or cooling issue and sufficient, timely, and appropriate assistance is not available from any other source.	year-round	150% FPG	\$600
North Dakota	Energy crisis means weather-related and supply shortage emergencies and other household energy-related emergencies.	heating and cooling	60% SMI	
Ohio	For Heating Crisis assistance: actual disconnection, notice of disconnection, or less than 10 day supply of fuel, or furnace disrepair. For Cooling Crisis assistance: medical certification of need for room air conditioner or elderly/disabled household.	heating and cooling, not year-round	60% SMI	\$750
Oklahoma	A utility crisis exists when a household is within 72 hrs of having their heating or cooling utility disconnected, is within 72 hours of running out of heating fuel (usually propane), has a refusal to deliver from supplier, or is without heating or cooling utility and need assistance establishing or restoring service. The household must have a precipitating factor that caused the household to choose between paying the energy bill and another vital household need.	heating and cooling, not year-round	110% FPG	\$500
Oregon	A crisis exists when a household faces an energy burden which depletes or threatens to deplete financial resources, or which poses a potential health and/or safety threat to the well-being of the household.	heating	60% SMI	\$500

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Pennsylvania	<p>1) The household shall meet the general eligibility requirements under §601.31 (relating to general eligibility requirements), income limit, responsibility for heating costs, Pennsylvania residency and lawfully admitted non-citizen status.</p> <p>(2) The household shall be without heat or in imminent danger of being without heat because of a weather-related or energy-supply-shortage emergency.</p> <p>(3) The household shall be eligible for a crisis benefit that, alone or combined with other resources available to the applicant household, will resolve the home-heating emergency. Any credit balance with the vendor, including but not limited to LIHEAP cash benefits, is deemed an available resource.</p> <p>(4) The applicant must provide proof of the home-heating emergency.</p>	heating	150% FPG	\$500
Rhode Island	<p>A Crisis is considered to occur when a client is unable to maintain heat in the home. This may be the result of:</p> <ol style="list-style-type: none"> 1. Heat shut-off due to failure to pay a regulated heating bill (gas or electricity), or 2. The inability of a client to pay for additional deliverable fuel (oil, propane or wood), or 3. Breakdown of a heating system. <p>SUMMER CRISIS</p> <ol style="list-style-type: none"> 1. Household is determined income eligible. 2. If the household has a primary or secondary service disconnected they may be eligible for a Crisis Grant. 3. Depending on availability of funds and the severity of the summer heat, electric fans and or window air conditioning units may be purchased and distributed to households in need. 	year-round	60% SMI	\$1,000
South Carolina	<p>A sudden, urgent, unexpected occurrence or occasion requiring immediate action; a state, especially of need for help or relief, created by some unexpected event; an unforeseen combination or circumstances or the resulting state that calls for immediate action; or an unexpected situation that poses an immediate risk that requires urgent intervention.</p>	year-round	150% FPG	\$1,000
South Dakota	<p>Households must meet one of the following conditions for the period of October 1 - March 31</p> <ul style="list-style-type: none"> -Supplier refuses to deliver -Household has an overdue bill from supplier -Heating system requires repair or replacement -Household has less than 20% remaining in tank -Household has a disconnect notice or has already been disconnected -Household has an eviction notice for non-payment when heat is included in rent or paid in addition to rent 	heating	160% FPG	\$1,200

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Tennessee	<p>The Crisis Assistance component will be based on uncontrollable circumstances which must include either a shut off notice, disconnected utilities or a lack of home delivered fuel notice in combination with at least one of the following:</p> <p>Household has an unanticipated medical or major household expense. Out of pocket expense should exceed 100% of current utility bill.</p> <p>Documentation could include: receipts of payments made to meet this unanticipated medical or major household expense.</p> <p>Household wage earner with at least a year of stable work history has lost his/her job within the last twelve (12) months.</p> <p>Documentation could include: letter from employer, termination or lay-off notice, UI claims, UI notification of eligibility.</p> <p>Household wage earner has left the home within the past forty-five (45) days. Documentation could include recent application for family assistance (Families First, Food Stamps), order of protection, police report, revised lease, or other legal documentation.</p> <p>Death of wage earner within the last twelve (12) months.</p> <p>Documentation could include obituary, death certificate, and funeral program.</p> <p>Significant loss of work hours. Documentation could include a letter from employer outlining details of loss of work hours or pay stubs.</p> <p>Household wage earner is unable to work due to illness and does not receive sick leave or time away from work. Documentation could include a statement from employer.</p> <p>Household has a non-functioning or malfunctioning heating system.</p> <p>Child under the age of six (6) in the home.</p> <p>Elderly - 1 member of household is age 60 or above.</p> <p>Disabled - 1 member of household is disabled.</p> <p>Uncontrollable Circumstances must be explained by the client and documented to the extent possible.</p>	year-round	150% FPG	\$600
Texas	<p>A bona fide household crisis exists when extraordinary events or situations resulting from extreme weather conditions and/or fuel supply shortages or a terrorist attack have depleted or will deplete household financial resources and/or have created problems in meeting basic household expenses, particularly bills for energy so as to constitute a threat to the well-being of the Household, particularly to Elderly, Persons with Disabilities, or children age 5 and younger. A utility disconnection notice may constitute a Household energy crisis.</p>	year-round	125% FPG or 60% SMI	\$1,200
Utah	<p>A crisis exists when a household faces a sudden or unexpected event beyond their control resulting in the inability to pay household heating costs.</p>	year-round	150% FPG	\$500

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Vermont	An emergency due to a lack of heating capacity, which might be due to a lack of fuel or electric shut-off. Crisis fuel assistance may be extended to alleviate a home heating emergency due to lack of heating capacity for individual households when the head of household is responsible for providing home heating fuel or utility service. The crisis fuel worker will determine if the applicant has a home heating crisis. Non-residential uses serviced by a common heating system make an application ineligible for crisis fuel assistance.	heating	200% FPG	\$999
Virginia	The emergency may result from a weather related or supply shortage emergency such as: no source of heat; the only heating equipment in the home is inoperable or unsafe; or there is a potential no heat situation.	heating	130% FPG	\$2,500
Washington	Crisis is defined individually by each sub-grantee and approved by the Department of Commerce at the beginning of each program year when sub-grantees apply to provide LIHEAP services. Definitions range from sub-grantee to sub-grantee, from a shutoff notice or less than a 10 day supply of fuel to being shut off or without fuel.	heating	125% FPG	\$1,000
West Virginia	An emergency home heating need is defined as being without or imminently faced with the prospect of being without home heating and being without the necessary resources to obtain or maintain home heating.	heating	130% FPG	\$500
Wisconsin	Household must have existing/imminent lack of adequate heat/cooling in dwelling (emergency), or a risk of a heating emergency (proactive). While there is not a formal asset test, consideration may be given to resources available to the household before assistance is provided. No household will be eligible for crisis cooling assistance without a declaration by a local or state public health agency of a heat emergency and authorization is given by the Department of Administration.	heating and cooling, year-round	60% SMI	\$1,200
Wyoming	Crisis Situations include: deposits either to restore or establish power; back bill assistance to help avoid disconnections and restore power after disconnection; deliverable fuel special fill to avoid running out of heating fuel; propane tank set and rental assistance; heat loss emergency due to heating system failure; and heating system failure prevention assistance. These types of Crisis assistance are designed to remove or prevent a life or health threatening situation relating to a heat loss emergency or potential heat loss emergency.	heating	60% SMI	\$500